

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. No. 99-271

REQUEST: Department of Telecommunications and Energy's First Set of Information Requests to AT&T Communications of New England, Inc.

DATED: July 27, 2000

DTE-ATT 1-11: [Checklist item # 2] Please refer to pages 28-29 of the AT&T Supplemental Comments. Provide evidence supporting AT&T's claims that BA-MA has "significant billing issues in Massachusetts." Specifically, show support for the claims that:

a) Massachusetts production testing resulted in inaccurate DUF records

b) "AT&T claims go unanswered and require constant follow-up on the part of AT&T to ensure they are resolved."

Also, please provide evidence of any of the stated New York billing problems if they have been found to occur in Massachusetts as well.

Respondent: William Carmody

REPLY: 11.a) See Exhibit 1 attached for the actual call records from AT&T's testing showing that BA-MA did not provide accurate DUF information that would enable CLECs to accurately generate access bills. The shaded records are those which were accurately reported. During the period of 5/11/00 to 6/14/00, AT&T made 902 test calls. Of these calls, only 226 were accurately reported to AT&T on the Access DUF records. This demonstrates a recording accuracy of only 20%, which is far worse than AT&T had previously reported. The following chart shows the call types and what was received:

Usage Log Dates	Type of call		# of test calls	# of calls recorded accurately		% of test calls validated
5/10 - 6/14	Intralata Calling		443	21		5%
	Long Distance Calling		96	0		0%
	800 Calling		267	193		72%
	900 Calling		45	4		9%
	Dial Around Calling		50	8		16%
<b>Totals</b>			<b>902</b>	<b>226</b>		<b>20%</b>

11.b) AT&T has made numerous claims with respect to problems and inaccuracies in charges that appear every month on BA invoices. AT&T is instructed to call the Billing TISOC Center for questions. Once a claim is filed the communication tends to stop. Bell Atlantic's documented process is rarely followed. Within a certain amount of time – between 24 and 48 hours – AT&T is supposed to be advised of the claim number and status. This rarely happens and AT&T normally has to initiate further communication. We are rarely advised if an issue was resolved, if the claim was legitimate, or what adjustments will be forthcoming. At this point, either Bell Atlantic does nothing to follow up, or it will send an adjustment on a paper bill that inadequately describes specifically what the credit is for and what the resolution is. Claims should be officially closed with notification and sign off as to the resolution of the issue, the specific dollar amount to be adjusted, and the Billing Account Number and bill date upon which the credit will be applied. None of this appears to be part of Bell Atlantic's process.

See Exhibit 2 for a spreadsheet detailing a list of AT&T billing claims that remain unresolved. AT&T first forwarded this spreadsheet to Bell Atlantic on April 26<sup>th</sup>, 2000 after facing problems in the area for about a year. It was discussed with the Bell Atlantic Management Team on May 9<sup>th</sup>, 2000, and AT&T provided actual bill examples at that time. While some specific incorrect billing has been adjusted, the overall issues remain. AT&T re-sent the updated spreadsheet on May 18, 2000 and again on June 1, 2000.

Nevertheless, problems remain. For example, AT&T explained to Bell Atlantic on conference calls, in a meeting on May 9<sup>th</sup>, 2000, and in individual claim forms, that AT&T does not have any resale customers in the Bell Atlantic territory with the exception of 6 test lines in New York. AT&T repeatedly asked that Bell Atlantic investigate all of the billed numbers on these resale accounts. AT&T expects Bell Atlantic to explain clearly and prove the legitimacy of the charges, or identify and bill the correct CLEC that in fact owns the end user and then remove the incorrect end user and the associated charges from our bill and credit our account. Despite the fact that this is not a complicated request, after four months the issue is still unresolved.